

Job Title: Assistant to the City Manager

Department: City Manager's Office

Immediate
Supervisor: City Manager

Origination Date:	06/28/2009
Revision Date:	12/11/15
Job Grade	609
FLSA Status	Exempt

BRIEF DESCRIPTION OF THE JOB:

Under the general direction of the City Manager, oversees the administrative coordination of the City Manager's Office, which includes development and oversight of the department budget, department strategic plan, and advising on staffing/resource needs. This position manages office processes and procedures and provides technical and administrative support to the City Manager, including serving on the city's Executive Budget Team, conducting research and administrative efficiency studies, preparing written reports and project briefings, preparing and delivering presentations, preparing communications on behalf of city manager to elected officials, and the organization, performing project management and statistical analyses, performing liaison duties, and providing assistance as needed. This position also serves as an integral part of developing and implementing the city's performance management program, which includes responsibility for developing, enhancing, and managing the city's Strategic Action Plan and serving as the lead for the city's innovation initiative, which includes Lean process improvement. Work is performed under general direction and requires initiative and independent judgment.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

Physical Strength Code	ESSENTIAL FUNCTIONS
1 S	Oversees the research, compiling, and analyzing of information pertaining to emerging issues and follow up items as defined by the City Manager. This includes working closely with the Executive Management Assistants to catalog, track, and report on emerging issues, projects and follow up information. In some cases, perform research and recommend approaches to bring emerging issues to resolution. Knowledgeable about a variety of City issues, policies, programs and services and able to state the City's position on such issues. This includes knowledge of /close working relationship with Mayor & City Council, department directors, and staff managing intergovernmental affairs, reporting directly to the City Manager. Exercises considerable judgment related to analyzing policy issues, identifying city-wide impacts, and coordinating responses on strategies and alternatives for dealing with the issues.
2 S	Works closely with the City Manager and leadership team on development and reporting progress of the City Strategic Plan, as well as integration of the City Strategic Plan into elements of city operations including the annual budget process, master plans, and department strategic plans, including identifying any gaps and providing recommendations.

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Physical Strength Code	ESSENTIAL FUNCTIONS	
3 S	Assists the City Manager, and may represent the City Manager's Office, for special external projects that involve collaboration and negotiations. This may involve other governmental agencies, private development and the business community	
4 S	Demonstrates continuous effort to enhance department communications, solve problems, improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality, seamless customer service.	
5 S	Assists with the preparation and is responsible for the administration of the departmental annual budget. Creates and/or recommends departmental budget adjustments to the City Manager. Oversees the preparation of department budget supplementals and narratives for future year budget submission, as well as the effective communication with department staff regarding budget, purchase and contract guidance and information (i.e. requisitions, purchase orders and field purchase orders). Oversees all division budget monitoring to ensure proactive management and issue resolution.	
6 S	May act as liaison to constituents for the City Manager. Provides technical and administrative support by researching questions, topics, or citizen inquiries and providing timely, accurate feedback to relevant parties. Keeps Departments apprised of current issues. Works closely with staff of the Mayor & Council office regarding the satisfactory response and resolution of citizen issues/inquiries in a timely fashion, ensuring that the City Council and Executive Management receive communication regarding the status and resolution of these issues.	
7 S	Performs administrative work involving research, problem and dispute resolution, program or project management, statistical analyses, and preparation of reports and presentations for the City Manager. Prepares weekly, monthly, annual, and special reports as directed. Coordinates special projects by scheduling and facilitating meetings, taking minutes, updating plans as needed, producing and distributing status reports, researching and collecting information, creating action plans, and preparing documents and contracts. Oversees and participates in annual update of City Manager's Office Departmental Strategic and Operational planning efforts.	
8 S	Assists with planning, coordinating and monitoring special programs or projects initiated by City Manager. Performs related duties by conducting various studies and by reviewing and developing policies and procedures. Facilitates project meetings and participates in negotiation activities when appropriate.	
9 S	Attends various meetings with and/or on behalf of the City Manager. Summarizes the highlights, provides feedback on the meetings, and follows up on issues discussed. Attends City Council meetings and work sessions and provides summaries of follow up items. Additional duties may include staffing boards, commissions, and committees.	
10 S	Works cooperatively with the Communications division and other affected departments related to public participation/input program activities, which facilitate receiving public input on various issues like budget, ordinance changes, building design, executive recruitments, etc.	
11 S	Performs work related to obtaining key policy direction from the City Council for the organization, and working with the executive management team on implementation, including items such as tax policy, budget priorities, and employee-related items.	

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Physical Strength Code	ESSENTIAL FUNCTIONS
12	Develops and implements components of the city's Performance Management Program including the city's innovation/Lean implementation initiative, which will include facilitation of process improvement efforts, development of training, oversight of implementation activities, data analysis, and collaboration with Human Resources related to People Master Plan initiatives to support this effort. Also engages with organizations and other municipalities to identify emerging practices and innovative programs, and provides recommendations to the City Manager regarding integration of concepts into the organization.

JOB REQUIREMENTS:

JOB REQUIREMENTS	
Formal Education / Knowledge	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Minimum five years experience in a related field.
Certifications and Other Requirements	Valid Driver's License.
Reading	Work requires the ability to read and comprehend reports, development agreements, council actions, and trade journals at a college level.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication, division, percentages, and decimals. Comprehensive skills to handle budget process needs and analyze numeric data also required.
Writing	Work requires the ability to write memoranda, correspondence, presentations, talking points, letters to citizens, reports and produce written documents and concise synopsis of data with clearly organized thoughts at a college level using proper English sentence construction, punctuation, and grammar.
Managerial	Job has no responsibility for the direction or supervision of others but may provide advice/direction to an employee with less experience/skill or tenure.
Policy / Decision Making	Significant - The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Projects and daily work are managed with little oversight, however special assignments and significant work products may be reviewed upon completion. Typically positions in this category are supervisor to mid-management jobs.
Budget Responsibility	Significant - Supports the preparation of budget documents; may do research to justify data used in documents for a unit or division of a department. May recommend budget allocations. Often compiles data and/or enters or oversees data entry. May have responsibility for monitoring budget expenditures (typically non-discretionary expenditures).

JOB REQUIREMENTS	
Technical Skills	Broad Application - Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Interpersonal / Human Relations Skills	Moderate - Interactions involve overseeing and/or approving final decisions regarding policy development and implementation. This level often involves interaction with others outside the organization or department on key organizational/departamental issues and requires exercising participative management skills, high levels of negotiation, and the ability to reach consensus on complex issues to achieve organizational goals and objectives.

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Physical Demands

Frequency Code Scale

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From 1/3 to 2/3 of the time	2/3 or more of the time

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Standing	<input type="checkbox"/> N <input type="checkbox"/> R <input checked="" type="checkbox"/> O <input type="checkbox"/> F <input type="checkbox"/> C	<input checked="" type="checkbox"/> Making presentations <input type="checkbox"/> Observing work site <input type="checkbox"/> Observing work duties <input checked="" type="checkbox"/> Communicating with co-workers
Fine Dexterity	<input type="checkbox"/> N <input type="checkbox"/> R <input type="checkbox"/> O <input type="checkbox"/> F <input checked="" type="checkbox"/> C	<input checked="" type="checkbox"/> Computer keyboard <input checked="" type="checkbox"/> Telephone keypad <input checked="" type="checkbox"/> Calculator <input type="checkbox"/> Calibrating equipment
Walking	<input type="checkbox"/> N <input type="checkbox"/> R <input checked="" type="checkbox"/> O <input type="checkbox"/> F <input type="checkbox"/> C	<input checked="" type="checkbox"/> To other departments/offices <input type="checkbox"/> Around work site
Lifting	<input type="checkbox"/> N <input checked="" type="checkbox"/> R <input type="checkbox"/> O <input type="checkbox"/> F <input type="checkbox"/> C	<input checked="" type="checkbox"/> Supplies <input type="checkbox"/> Equipment <input checked="" type="checkbox"/> Files
Carrying	<input type="checkbox"/> N <input type="checkbox"/> R <input checked="" type="checkbox"/> O <input type="checkbox"/> F <input type="checkbox"/> C	<input checked="" type="checkbox"/> Supplies <input type="checkbox"/> Equipment <input checked="" type="checkbox"/> Files
Sitting	<input type="checkbox"/> N <input type="checkbox"/> R <input type="checkbox"/> O <input type="checkbox"/> F <input checked="" type="checkbox"/> C	<input checked="" type="checkbox"/> Desk work <input checked="" type="checkbox"/> Meetings <input checked="" type="checkbox"/> Driving
Reaching	<input type="checkbox"/> N <input type="checkbox"/> R <input type="checkbox"/> O <input checked="" type="checkbox"/> F <input type="checkbox"/> C	<input checked="" type="checkbox"/> For supplies <input checked="" type="checkbox"/> For files
Handling	<input type="checkbox"/> N <input type="checkbox"/> R <input checked="" type="checkbox"/> O <input type="checkbox"/> F <input type="checkbox"/> C	<input checked="" type="checkbox"/> Paperwork <input type="checkbox"/> Monies
Kneeling	<input type="checkbox"/> N <input checked="" type="checkbox"/> R <input type="checkbox"/> O <input type="checkbox"/> F <input type="checkbox"/> C	<input checked="" type="checkbox"/> Filing in lower drawers <input checked="" type="checkbox"/> Retrieving items from lower shelves/ground
Crawling	<input type="checkbox"/> N <input checked="" type="checkbox"/> R <input type="checkbox"/> O <input type="checkbox"/> F <input type="checkbox"/> C	<input checked="" type="checkbox"/> Under equipment <input type="checkbox"/> Inside attics/pipes/ditches
Other		(Explain)

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Pushing/ Pulling	<input type="checkbox"/> N <input checked="" type="checkbox"/> R <input type="checkbox"/> O <input type="checkbox"/> F <input type="checkbox"/> C	<input checked="" type="checkbox"/> File drawers <input type="checkbox"/> Equipment <input checked="" type="checkbox"/> Tables and chairs <input type="checkbox"/> Hoses
Climbing	<input type="checkbox"/> N <input checked="" type="checkbox"/> R <input type="checkbox"/> O <input type="checkbox"/> F <input type="checkbox"/> C	<input checked="" type="checkbox"/> Stairs <input type="checkbox"/> Ladders <input type="checkbox"/> Step stools <input type="checkbox"/> Onto equipment
Vision	<input type="checkbox"/> N <input type="checkbox"/> R <input type="checkbox"/> O <input type="checkbox"/> F <input checked="" type="checkbox"/> C	<input checked="" type="checkbox"/> Reading <input checked="" type="checkbox"/> Computer screen <input checked="" type="checkbox"/> Driving <input type="checkbox"/> Observing work site
Foot Controls	<input type="checkbox"/> N <input checked="" type="checkbox"/> R <input type="checkbox"/> O <input type="checkbox"/> F <input type="checkbox"/> C	<input checked="" type="checkbox"/> Driving <input type="checkbox"/> Operating heavy equipment <input type="checkbox"/> Operating Dictaphone
Balancing	<input checked="" type="checkbox"/> N <input type="checkbox"/> R <input type="checkbox"/> O <input type="checkbox"/> F <input type="checkbox"/> C	<input type="checkbox"/> On ladders <input type="checkbox"/> On equipment <input type="checkbox"/> On step stools
Bending	<input type="checkbox"/> N <input checked="" type="checkbox"/> R <input type="checkbox"/> O <input type="checkbox"/> F <input type="checkbox"/> C	<input checked="" type="checkbox"/> Filing in lower drawers <input checked="" type="checkbox"/> Retrieving items from lower shelves/ground <input type="checkbox"/> Making repairs
Crouching	<input type="checkbox"/> N <input checked="" type="checkbox"/> R <input type="checkbox"/> O <input type="checkbox"/> F <input type="checkbox"/> C	<input checked="" type="checkbox"/> Filing in lower drawers <input checked="" type="checkbox"/> Retrieving items from lower shelves/ground
Hearing	<input type="checkbox"/> N <input type="checkbox"/> R <input type="checkbox"/> O <input type="checkbox"/> F <input checked="" type="checkbox"/> C	<input checked="" type="checkbox"/> Communicating via telephone/radio, to co-workers/public <input type="checkbox"/> Listening to equipment
Twisting	<input type="checkbox"/> N <input type="checkbox"/> R <input checked="" type="checkbox"/> O <input type="checkbox"/> F <input type="checkbox"/> C	<input checked="" type="checkbox"/> From computer to telephone <input checked="" type="checkbox"/> Getting inside vehicle
Talking	<input type="checkbox"/> N <input type="checkbox"/> R <input type="checkbox"/> O <input type="checkbox"/> F <input checked="" type="checkbox"/> C	<input checked="" type="checkbox"/> Communicating via telephone/radio, to co-workers/public

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Physical Demands (continued)

Machines, Tools, Equipment and Work Aids:

Telephone, fax, copier, calculator, vehicle.

Computer Equipment and Software:

Computer, scanner, printer, various different software programs.

Environmental Factors:

Environmental Conditions	Never	Seasonally	Several Times Per Month	Several Times Per Week	Daily
Extreme temperature (heat, cold, extreme temp. changes from outside work)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wetness and/or humidity (bodily discomfort from moisture)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respiratory hazards (fumes, gases, chemicals, dust and dirt)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise and vibration (sufficient to cause hearing loss)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical hazards (high voltage, dangerous machinery, aggressive prisoners, patients – <u>not</u> customers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Health and Safety Conditions:

Health and Safety Conditions	N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
	Never occurs	Less than 1 hour per week	1/3 or more of the time	From 1/3 to 2/3 of the time	2/3 or more of the time
Mechanical hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable diseases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical danger or abuse	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Primary Work Location:

- ☒ Office Environment
☐ Warehouse
☐ Shop
☐ Vehicle
☐ Recreation Centers/Neighborhood Centers
☐ Outdoors
☐ Other (Specify)

Protective Equipment Required:

N/A

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Job Demands

Overall Strength Demands:

Overall Strength Demands	
<input checked="" type="checkbox"/> Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.
<input type="checkbox"/> Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly <u>AND/OR</u> walking or standing to a significant degree.
<input type="checkbox"/> Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.
<input type="checkbox"/> Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.
<input type="checkbox"/> Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.

Non-physical Demands:

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Frequent Change of Tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noisy/Distracting Environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Describe below.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

EXPECTED BEHAVIOR:

Manager/Supervisor – Expected Behavior

The incumbent is expected to embrace, support, and promote the City's core values, beliefs, and culture, which include but are not limited to the following:

- Be positive. Do not participate in gossip or allow gossip or negative comments
- Make time for your employees.
- Maintain confidentiality
- Ensure work plans are prepared and communicated to employees at the time of hire and subsequent dates.
- Ensure evaluations in your area are turned in on time, and are fair and accurate reflections of the work performed for the entire evaluation period.
- Ensure all new employees are trained and mentored
- Prepare career plans. Ensure tools/resources are available for employees to achieve goals
- Walk the talk – be an advocate for the Goodyear culture
- Make communication within your department a top priority
- Encourage positive feedback
- Be accountable – submit responses to all requests for information by due date and meet deadlines.
- Support a learning environment
- Be on time for all meetings
- Be a champion of the cities policies and procedures and the classification and compensation program.
- Create and implement ethical standards for your worksite
- Respond to personnel issues immediately
- Ensure employees are allowed to participate in teams and have time to do so
- Prepare and update standard operating procedures, and departmental operation plans annually.
- Ensure that your employees have the necessary resources they need to be successful within budgetary constraints.
- Be accountable for monthly/annual budget expenditures and be fiscally responsible
- Monitor department accomplishments related to performance indicators
- When wrong, state so
- Discussing and planning should be followed up with action
- Let common sense prevail
- Motivate your employees – provide positive feedback
- Be visionary – anticipate issues
- Mentor and build internal capacity in order for the employees to be able to compete
- Support organizational change
- Support the City's values and mission
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors, and vendors.
- Understand and interpret City policies and procedures, and make rational decisions/recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and practices and adhere to responsibilities concerning safety prevention, reporting, and monitoring. Safety is everyone's responsibility. Make it a critical part of the day to day operations
- Encourage teamwork and participation by all employees

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- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

SIGNATURES—REVIEW AND COMMENT:

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

Signature of Employee

Date

Job Title of Supervisor

Signature of Supervisor

Date

Job Title of Department Director

Signature of Department Director

Date

Comments: _____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.